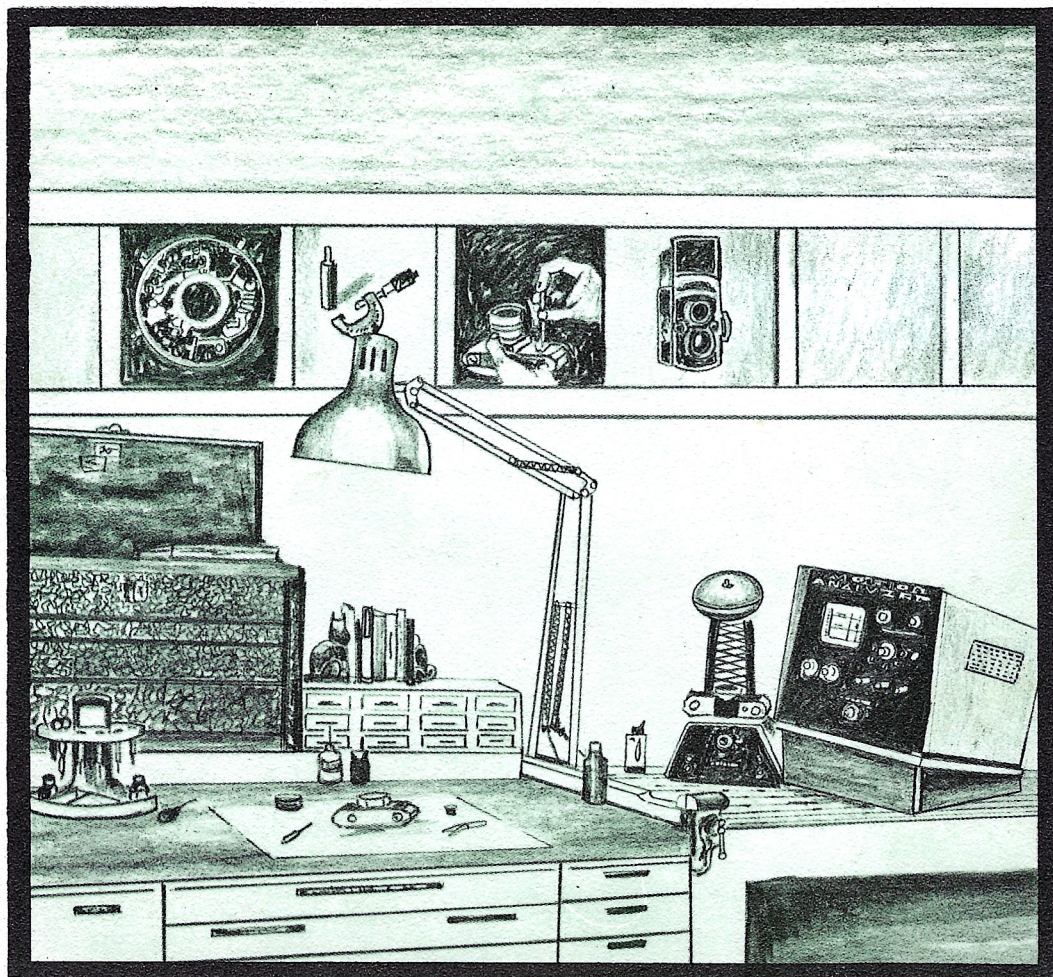


the MARCH/APRIL, 1970

SPT
Journal

IN THIS ISSUE:
WORKSHOP PRACTICE
and
MANAGEMENT



the March/April, 1970
SPT
Journal

Vol 1, No. 2

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THE SOCIETY OF PHOTO-TECHNOLOGISTS

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Editor, Lois Devine

Features: News and Notes from your Executive Secretary
President's Pages
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news and notes from the

Executive Secretary

I have felt for quite some time that the executive office needed a means of communication with the members—something a little better and more comprehensive than the occasional Newsletter that I used to send out. So, in December, since I had several ideas I wanted to call to your attention, I rather hastily put together the first SPT Journal. I thought if it was well-received, we would make it a part of our regular activity.

We were totally unprepared for the response and I most sincerely do thank the members for the Journal's very warm reception. Again, you are helping me to create something that never before existed and your letters have pointed out some things-to-do and some things-not-to-do. First and foremost of the things-to-do, is to get on with it; hence, this second issue of the SPT Journal.

The second thing-to-do is to introduce myself. Because I believe there are many more important things to write about than myself, I have unwittingly placed some of our members in the awkward position of not knowing to whom they write when they address a letter to SPT. Several members wrote and asked about the Executive Secretary, but one of the SPT'ers wrote a cryptic note that could not be ignored, demanding "Who is the Executive Secretary?"

Now, I am prepared to tell all. Well, not quite all, of course. I am Lois Devine, your Executive Secretary and the Editor of your new

SPT Journal. I have been SPT's Executive Secretary since February 1, 1968. I am married, quite a bit past 21, and live in Littleton, Colorado. My husband is a camera technician who operates a camera repair shop in Denver with two other National Camera graduates. I became interested in the Society after talking one day with Mr. Clair Schmitt of National Camera. Prior to becoming involved in this very fascinating business of SPT, I worked for eight years at The Rocky Mountain News in Denver. I do free lance writing in the time I can steal from a home, garden and SPT. If any of you know how to stretch a day beyond the present 24 hours, I would appreciate your writing a Service Note on that subject just for me.

After I got completely wound up in SPT, one of the first things that seemed necessary to do was to expand the Service Notes section. The members came through beautifully—to the point that every issue is better than the one before. Mr. Bartel, the Technical Editor, and I are proud of the great Service Notes sections that you, the members, make possible.

Membership was the next area that seemed to need attention. A concerted effort resulted in an increase of 800 members and every mail brings new applications and more inquiries.

I learned quickly that a not-to-do thing is to put a "clip here" form in the middle of the magazine. I was

surprised — and gratified — to learn that many, many of you did not want to cut up your magazine for purposes of requesting marking numbers or listing yourselves in the Service and Sale Directory. Hereafter, such forms to be cut and returned for some purpose will be put on a center flap which, when removed, will leave The Journal intact.

In this issue our main article, "Workshop Practice and Management," was written by Mr. C. G. Hearn, a member from Woomera, South Australia. Mr. Hearn is a long-time member of SPT, a member of your Editorial Committee, and a contributor of some very excellent articles to the Service Notes section.

In forthcoming issues, the Journal

will carry articles about shutter testing equipment. The Digital and the Oscilloscope type timers will be described and their principles of operation explained. It is our hope to thoroughly present the advantages and disadvantages of both so that those members who have not yet acquired such testing equipment can intelligently choose the instruments that will best suit their needs. Possibly our Letters section will become a forum for discussion of their relative merits.

The Journal is, I believe, here to stay. SPT's future is very bright. We *will* be a factor in the photo industry. More than ever, we can be proud of the Good Idea we call SPT.

Lois Devine
YOUR EXECUTIVE
SECRETARY

RECOMMENDED READING:

You may order from the Superintendent of Documents, Government Printing Office, Washington, D.C., 20402, the following two Small Business Administration Publications:

- 1.12:3/2 Human Relations in Small Business—
SBMS30c each
- 1.15:17 Starting and Managing a
Small Retail Camera Shop40c each

Remittance for these should be made payable to the Superintendent of Documents. Currency may be sent at your own risk.

We also call your attention to the following articles in Photo Dealer.

"Phony Money Fools Too Many Dealers," page 56, November, 1969, issue.

"Armed Robbery—A Major Retail Risk," page 62, November, 1969, issue.

"Quick Buck Operators Prey on Dealers," page 63, November, 1969, issue.

President's Pages

The Scientific Society

SPT is a non-profit, professional and scientific society, dedicated to the development of photo-technology by means of education and research. You, the members, *are* SPT and at the same time its beneficiaries. What SPT is and does, therefore, is of vital importance to you.

As to research, the complete results of the Society's efforts to obtain knowledge, will be available to all members, regardless of their classification. Further, there will always be an "open" class of membership so that interested persons from fields other than our own will have an opportunity to share in the Society's programs. This is consistent with the admissions policy in the past, and our records indicate that no truly interested person was ever refused membership in the Society.

The education of members will not end with your technical training. Your full professional development will be a consideration. That means that SPT will be concerned with your business and economics education as well. A field such as photo-technology must provide financial incentive or it won't attract or keep the highly qualified individuals needed to develop all phases

of the profession.

You might at this point ask what other form of organization and activities could SPT have chosen? Well, SPT could have been a "trade association". These associations are primarily interested in building up members' business. Generally, such associations seek new knowledge only to the extent that it will directly help members' income. In the not-too-distant past, some such associations have attempted to restrict information in the hopes of reducing competition and forcing all the available business into members' shops. Their direct assistance to members usually comes in the form of professionally planned advertising campaigns, on both a local and national level, and warranty agreements between members.

Your society has rejected the "trade association" form of organization for several reasons. Obviously we feel that professional development through educational and research programs will, in the long run, produce greater financial rewards than the restricted trade association which tends to over-emphasize the immediate financial rewards of business promotions. As a result information may be suppressed instead of encouraged.

Now for some specifics. Up to now our education program has consisted mainly of step-by-step camera repair procedures published as the SPT Service Notes. We intend to carry on this very important phase of our activity. But many of us in the field know that extensive fundamental knowledge must be learned in several areas in order to keep up with our changing world. The most obvious need is in solid state (transistor) electronics. The need among technicians with no electronic training is glaring. But technicians like myself, whose last electronics training was five or more years ago

know that much has changed in that time, and we have not been able to keep up. SPT is now planning a solid state electronics training program for you.

Among the research projects proposed for discussion is SPT support for a new text book to replace *Miniature and Precision Cameras* by J. Lipinski, written over 15 years ago and now permanently out of print.

We hope you will look forward to receipt of your new SPT Journal. Watch it for further information.

JAMES TODD AMOS



But when they sent a dues bill, I asked "Who needs an association?"

Workshop Practice and Management

By C. G. Hearn

The first part of this article, "Workshop Practice," does not discuss the various ways of doing particular jobs in the shop. This would be a matter of Workshop Techniques or Methods. We are concerned here with general workshop layout, power equipment and its layout, storing of parts and materials; filing of repair manuals and parts catalogs; and a number of other matters concerned with workshop environment. On the other hand, Workshop Management deals with the paperwork involved in that area.

It must also be said that there can be no hard and fast rules laid down with respect to any or all of these matters. Much depends on the individual need, and the circumstances surrounding the particular shop. Nevertheless, certain fundamental principles exist which must be taken into consideration and it is these that are mainly considered here. Variations and modifications of these principles must be decided by the camera repair shop owner. He is the only one directly faced with the problems surrounding his business such as space; number of employees; type of work received; its volume and so on.

Workshop Practice

Whatever the circumstances, there are three things which govern the workshop itself: Accessibility, Flexibility and Simplicity in that order.

Much research has gone into the subject of Time and Motion study which, simply, is what Accessibility is all about. Economy of movement saves time which is money, and it

also prevents fatigue resulting in greater production which, again, is money. The workshop layout must, therefore, be accessible in all of its parts.

Flexibility is the element which enables the shop to be re-arranged and enlarged with the least difficulty to take care of any expanding volume of repair business, which will follow if efficient repairs at reasonable cost are produced. And this is the end product of Accessibility.

Simplicity is the element which enables the shop to operate smoothly, and at a minimum of capital outlay, not only in the original setting-up of the business, but in the expansion that, it is hoped, will follow.

In considering Accessibility first, then, we are concerned with the positioning of the workbenches, the availability of hand tools, power tools, spare parts and materials, repair manuals, and parts catalogues, in terms of their convenience in the repair work flow. Obviously for the one or two man repair shop the problems are not as great as in the case of a shop employing six or more. Nevertheless the basic rules still apply, so that they can be used in planning the workshop layout, which brings us to the workbench itself, and its design.

A workbench must be an individual item, and spacious. This means that each bench must be separate from the others, and not touching. In this way, if one man is hammering on his bench it is not going to disturb other benches in the vicinity, where others may be doing

delicate jobs. The bench should be spacious so that there is no danger of cluttering with the result that time is wasted looking for a specific item. It is surprising how much room can be taken up by a Polaroid camera when one bears in mind that all the hand tools must also live on that surface. A good shape is a U or an L, with the base about 27 inches by 48 inches.

For the individual shop this is convenient since the leg or legs of the bench may be used for a universal type of machine tool, and special tools. The other leg of the U can be used to store general hand tools, leaving the base clear for the immediate job, and tools needed for it. Drawers are essential for storage of more delicate measuring tools, and repair jobs that have to be put aside while parts are obtained. The tendency of items to work their way to the back with opening and closing can be overcome by lining the drawers with thin foam rubber to ensure their staying put.

The height should be such that the worker can rest his chest against the top, support his elbows, and keep his back straight. He should not have to bend his head or shoulders. A technician must be able to spend two or three hours of concentrated effort on a job and not become fatigued because of awkward postures. Forty inches is a good height because it enables some work to be done in a standing position which is sometimes necessary. The bench top should have the back and sides fitted with raised borders so that items will not spill over the edge to fall to the floor.

The seating arrangement should be of a kind that will allow the height of the seat to be readily adjustable, and capable of swivelling

360° so that the worker can swing around and reach out behind him if necessary. If the chair is fitted with casters, so much the better, but they should not move too freely.

A bench apron is sometimes used. The shape of this can be roughly triangular, the base being secured to the underside of the bench, with the apex fashioned to tuck under the neck and loop over the head. By using this type of an apron or the canvas pull-out shelf found on jewellers' benches, the risk of tiny parts falling on the floor to be painstakingly searched for, is lessened. A bright lamp and a banister broom for such searching should be provided anyway.

Shelving along the back of the bench provides space for materials cabinets, as well as repair manuals and parts catalogs. Where there are many employees, consideration must be given to a place centrally located behind them so that materials and manuals are quickly available to all.

Special test equipment requires its own area within the shop, as does general engineering equipment such as bench drills, welding equipment of the gas torch variety and so on. Such areas can be close but partitioned off with a simple movable type screen. This gives the advantage of low cost, flexibility, and the prevention of "dirty work" spilling over into the cleaning and assembly area.

Plenty of electrical outlets are vital. Generally the workshop has too few of these. Cost is a factor and a happy medium must be worked out, but much can be done with off-the-shelf multiple type portable board outlets, which can be plugged into a hard-wired outlet. There is little likelihood of overloaded circuits since most of the items requiring power are low rated. It is

also a good idea to have outlets with a lamp to signal that a switch is on. Equally sound is the practice of pulling all plugs at the end of the day's work.

Speaking of power also brings up the question of light, and with it color. Environmental surroundings are of the utmost importance in this kind of work. Lighting is usually underdone rather than overdone. This causes more eyestrain than is generally realized. Equally important is the matter of color. Much research has gone into both of these aspects, and for color it has been found that the greens are the best, followed by the yellows. Lighter shades are preferable to the darker, since these reflect more light. As to light itself, there are definite recommendations depending upon the nature of the work to be done. In discussing light one can get quite involved especially when using the Photometric terms used to indicate illumination.

Generally speaking any work done in a camera repair shop is termed fine work which demands two levels of illumination. One is the general illumination of the shop; the other is the local illumination of the work on the bench. If we think of the work as being of two kinds, general engineering, and fine instrument work, then the recommended levels are 12-20 ft. candles, and 20-100 ft. candles respectively. Which brings us to the question of what is a ft. candle?

If a candle is lit it provides one candlepower. If this light is allowed to fall on an area of one square foot from a distance of one foot, the illumination is one ft. candle. Unfortunately electric lamps are rated in terms of lumens, but it is only necessary to know that one candlepower is equal to 4 pi lumens or

12.6 lumens. For practical purposes this figure can be taken as 12 lumens. Thus if the lumen rating of a lamp is divided by 12 this will give the candlepower of the lamp. The illumination this gives to one sq. foot at a distance of one foot will be the foot candle rating.

The distance the lamp is situated from a surface is very important because the illumination falls off very rapidly as it is moved further away. Thus one candlepower provides only a quarter of the illumination at two feet as at one foot. For general lighting of the shop one 75 watt lamp for every 35 sq. feet of floor will provide satisfactory illumination, while for the bench one 60 watt lamp, properly shaded so that it is directed off the face and onto the work, will suffice.

Your eyes are the most valuable tools you possess, and deserve the greatest care. They must be provided with two aids. One is the light already discussed. The other is optical aid in the form of a magnifying glass. These two aids, adequately provided, help enormously in doing work quickly, and showing up minute defects in a mechanism which will help to diagnose a fault, and indicate the form and nature of the remedy. It must not be forgotten that, with increasing age of a technician, more light is required, and the ample provision of it will cut down fatigue. The brighter the light, the more the pupil of the eye will close down, which in turn provides a better depth of focus.

Needless to say, nothing can replace natural lighting for general purposes, and where there are windows, workbenches should be placed facing them, leaving the dimmer areas of the shop for storage, office work, etc., where the light values do not have to be so high.

To recapitulate briefly up to this point. The workshop should provide accessibility to the various phases of all the operations involved. It should be flexible so that re-organization of facilities can be done quickly and inexpensively. It should be simple in that furniture and fittings, tools and other equipment are not bulky and elaborate, and are of simple construction commensurate with rigidity and appearance.

Workshop Management

Workshop Management is concerned with the paperwork side of the repair operations. It is a non-productive effort, and the most charitable thing that can be said of it is, that it is a necessary evil. Figures have been quoted to show that the ratio of office to factory work has risen 1200% between 1900 and 1950, and it is interesting to note that an Australian Federal member of Parliament, when speaking in 1910 on the Note Issue Act, said, "I am a paper man. I believe that paper is the money of civilization, that the higher the civilization the more paper it will use, and that the highest civilization will use nothing but paper." He would appear to have been more of a prophet than he realized. For the Camera Repairman, no matter what the size of the shop, it is a time-consuming operation. And it must be cut to the bone.

There are four main aspects to be considered in this particular area. These are: Workshop Records; Technical Information; Correspondence; and Accounts.

Taking the Records first, it is vital that a Job Record Book be kept into which all jobs received can be entered. It should contain a Serial Job No., a Receipt Job No., the name of the camera, its fault/s,

a check column for completion and a column for the anticipated date to call back.

The initiating action would be the preparation of a Job Receipt to the customer when accepting his work. On this would be entered briefly the details of camera make, nature of fault, date of receipt and estimated completion and any other information that may be of use. The receipt should be code numbered with a letter-numeral code which can be related to the Serial Job No. when entered in the Record book. The book should contain columns from left to right consisting of the Serial No., the Job Receipt No., camera make and faults, a Remarks column, a check column, and a Completion Date column.

The camera itself should be marked with the Receipt Job No., and if considered desirable should have a card with the necessary details of faults etc. on it. However, for the one or two-man shop that is not necessary since the Record Book can be referred to for the information when the camera is taken up for working on the bench.

When the customer calls back he hands in his Receipt, and the duplicate is looked up on which the charge for the repair has been made at the conclusion of the work. Parts and materials used will also be entered on the duplicate which will be marked "Pd." when the customer pays. All information on the duplicate should be entered on the left hand side of the duplicate, and the receipts themselves should be numbered on the left hand side. In this way when the accounts are made up the information is there to be seen and used. This makes the Receipt Job book perform a dual operation as between the Job Record Book and

the Account Books.

Dealing with the Accounts next, these should be made up at the beginning of each month for the preceding month's operations. In any discussion on bookkeeping one hears the expression, "books of account" In actual fact there is only one book of account, and that is the Ledger. All other books are books of record, and this operation should be kept to the minimum. There is no point in keeping a Journal. Such exercises are time wasting. The invoices of the firms from whom you buy materials serve as a record. Your Job Receipts Books, and your check-book both serve the purpose of recording the transactions of the business.

A Monthly Profit & Loss A/c should be kept to record the receipts for the month, the payments made out for materials and spare parts, and the other incidental expenses incurred for that month. If this is kept monthly it provides a regular picture of how the business is going, and also provides the information from which the annual Profit & Loss statement may be made up with a minimum of effort.

For the rest you have the invoices, the receipts, and the bank book to act as repositories of information which provide the history of the events that occur in your business throughout the year. Jointly your Workshop Records and these books will tell you all you need to know concerning the functioning of your repair business. It should be noted that this discussion does not concern a business that runs both a retail establishment and a repair shop. Such an enterprise is much more complex.

One other matter should be considered here, and that is the action taken when a camera repair is com-

pleted. The camera itself should be scribed to make it identifiable in the event it is returned at some future date, at which time its previous history could be referred to.

(We suggest the use of SPT's Uniform System of Camera Repair Marking. See January/February issue of the SPT Journal. The Editor.)

No repair shop can run efficiently without technical information. The SPT Service Notes is one source, the Camera Craftman is another, the Camera Repair Lesson Texts, a third. The Parts Catalogues and Repair Manuals of the shutter manufacturers are extremely valuable. Workshop techniques can also be obtained from various sources, collected and collated to form an integral volume by the individual.

All this information can get very bulky, and in some cases is offered in bulky form. It is necessary to consolidate it so that the number of files, or volumes, is kept to the minimum, with each volume a size such as to be manageable on the workbench. All such volumes should be numbered in consecutive order so that they can be kept in their proper places and can readily be seen to be absent from the rack at any time. Such information should be within easy reach of the workbenches. Practical storage of these can be a problem, but walls provide excellent space for such purposes.

There will always be correspondence in the form of enquiries, the ordering of materials, and so on. Some record of this must be kept. It is generally best to have a large number of files each covering a subject than to have a few files containing several subjects each. For ordering, and some correspondence, it is best to have a Pen Carbon Duplicate Book. It is doubtful whether a typewriter is of practical value for many

camera repair shops. If a Carbon Duplicate book is kept for orders, serially numbered, then that number can be entered in the Job Record Book against the appropriate Job No., and the Job No. entered in the Order Book. This provides a quick cross reference for future use when the order is filled, which may take some time and the details forgotten.

The same goes for a lot of correspondence. The Pen Carbon Book is a self filing system in that the record is kept there automatically, and reference can be made to it. Other correspondence will need different treatment necessitating filing in files. These should be kept down to a few titles such as, General Inquiries, Technical Inquiries, and the names of firms with which there is a fair amount of correspondence. Each letter should be numbered as it is filed, and a brief list of contents kept on the front of the file where it can be seen at a glance when looking for a particular piece of correspondence.

After twelve months such files should be transferred elsewhere but still available, and new files prepared. A repair shop should not have a large mass of old papers lying around. Keep everything as long as you need it for income tax purposes. After that let your motto be, "Get rid of it," and be inclined to be ruthless.

Much more could be written, but a more detailed account of the whole subject would assume the proportions of a text book covering many pages and diagrams. The attempt here has been to point the general way to avoid unnecessary labor in these two areas of the camera repair business. Paperwork is a large problem, and a certain amount of is demanded of businessmen by various government agencies for

statistical and other purposes. These demands can be fulfilled economically by organizing the bookwork along the lines suggested. There is a business need to keep records, and since this is so they should be kept in a manner such as to fulfill a number of needs. Paperwork should not be duplicated by repetition. An incoming invoice contains a lot of information, and it should not be copied elsewhere. The same can be said of an incoming repair job. They complement each other, and thus give a clear picture of how the business is going. And they can even be made to provide technical information.

By considering the whole operation along these lines, more time is available for the paying side of the business, which is the production of as many repair jobs as possible in the minimum of time with the maximum efficiency.



(The SPT Journal is truly international in scope, with both authors and readers living in many countries. Consequently, readers should take this into account when adopting ideas from the articles. Mr. Hearn feels that the elimination of accounting journals efficiently provides him with adequate accounting information, and we assume that within the framework of laws and common practices of Australia this is a realistic conclusion. In contrast, American readers should be aware that federal, state, county and city laws, which vary widely, often require sophisticated accounting information which does require journals for efficient summarization. We agree with

Mr. Hearn that there is no need to use formal journals for the simple recording of data already recorded elsewhere. But sales journals, for example, are useful to summarize parts sales, labor sales, sales outside the territory, sales to exempt organizations, etc., required to complete sales tax returns. All readers are advised to consult with an accountant or lawyer for any questions regarding accounting or tax

requirements.

Mr. Hearn also takes the position in his article that a typewriter is of doubtful value to a camera repair shop. However, in the United States many photographic manufacturers and distributors will not answer letters that are handwritten on plain paper. Particularly when ordering parts, letterheads and typewritten text are necessary. The Editor.)



Some Notes about SERVICE NOTES by your *Editorial Vice President*

Let's talk for a few minutes today about writing an SPT Note. You recall that last issue we discussed several of the benefits that each of us can gain from writing a note. This time let's consider a few points to keep in mind as we write so that everyone can get the most out of our service information.

I'm sure that we can all name several cameras that are very familiar to us that we come in contact with on a regular basis. At first glance it would seem that it would be a waste of time to write a note on such equipment since almost any established shop could purchase the manufacturer's service manual for it. But stop and think for a minute. Aren't there many SPT members who are just getting established in the trade who are not able to purchase all of the manuals they would like to have? A brief top cover removal or curtain timing procedure would be a real help to someone like this. This is why we have Service Notes and while we are at it we should do the best job possible. Following are some hints on how to put together a good Service Note.

Nearly all of us would be able to

picture the mechanism if we read a meter calibration procedure for a Pentax Spotmatic. But what about the same procedure on an Optronix Eye, Super-8, Bell & Howell movie camera? The point I'm trying to make here is that in order for the information to be used to the fullest extent, it is necessary to properly identify the piece of equipment. On some equipment the model is not clearly stated. It is then the obligation of the writer to list the features of the equipment so that proper identification can be made. For example, on some Argus projectors the color of the case is important. When identifying a Contaflex, the make of the shutter, lens manufacturer and size, helical or front cell focusing and whether or not the unit has a built-in light meter are necessary for proper identification. Bell & Howell equipment is usually identified by design numbers such as 414 or 8344.

When writing a Service Note, try to follow a normal service procedure as closely as possible. Why not write it down as you make the disassembly? For example, you might begin by removing the rewind knob, the film advance lever, the screws

which hold the top cover, and finally lift off the top cover. If necessary, you might insert a caution about the wires that connect the photocell in the top cover to the meter movement in the camera body.

Probably the most important aspect in writing an SPT Note is being sure that the procedure is complete and correct. It's wise to work backward through the procedure when reassembling or even go over the complete procedure again. You will note that in some cases we have printed supplementary information to clarify and correct already printed information. This is done when we find that a point in the procedure needs to be added or corrected. This may happen on something you write. You may clarify someone else's material. That is part of the sharing.

Try writing a Service Note—you will enjoy it. Add to our library of Notes. It's not difficult. I receive notes on all types of paper—hand written and typed. It really doesn't make a lot of difference how they come in. But the typed, double spaced notes are the easiest ones to edit!

When you take the next camera off of the shelf, ask yourself, what can I share with someone to make his work easier? Remember that somewhere, someone probably is asking himself the same thing. And what he writes could very well save you time—and time is money!



CAMERA REPAIR MARKING SYSTEM OFF TO A GOOD START

Members from thirty-five states and four Canadian Provinces have asked for camera repair marking numbers and every mail brings more. We have several valuable suggestions on ways to make it work.

This response was enough to encourage us to seek cooperation and support from police departments and insurance companies. The result is going to be some worthwhile publicity for SPT and the individual camera repair shops taking part in the program.

If you haven't already requested your number, we suggest that you do so. Some student members have asked if they may participate. The answer, of course, is "Yes, by all means, if you are repairing cameras."

We repeat for you our suggested marking: month/year/your number/area of camera in which work was done. For example, 1/70/101/2. The repair area is coded as follows: 1—shutter, 2—transport, 3—range-finder, 4—lens, 5—other, such as estimate. Or use your own method as long as it includes your marking number.

(Requests for marking numbers were still coming in as the above copy was being prepared for the Journal. We now have hundreds of participants. Use the enclosed form to request your number now! The Editor.)

REMEMBER: — make your checks for Dues — Service Notes — and Lapel Pins payable to:

The Society of Photo-Technologists



M A I L
B A G

Dear SPT'ers:

While repairing a camera recently, I referred to the SPT Service Notes since I am just getting started in this repair business. It so happened that on the item I was having trouble removing, the notes directed me to "remove in the usual manner." Well, I had never, up to that time, removed this part so how was I to remove it in the usual manner? After analyzing the situation and trying several ideas, I did manage to remove it. It is obvious and easy after you do it once.

So the point I would like to make is, when you send Notes, please be complete because what seems obvious to some is quite the opposite to those of us just getting started. St. Cloud, Minn. D. F. Billadeau, Jr.

Dear SPT'ers:

My investment for dues in SPT is the best \$10.00 I've ever spent. I use my SPT Service Notes almost every day. I hope to be able to find time to write some myself during this coming year.

One of my biggest problems in camera repair is pricing. I've never been able to come up with a method of pricing that is quite satisfactory

to me. Do others of you have the same problem? Have you any suggestions for me?

Knoxville, Tenn. Lillian Macres

Dear SPT'ers:

Can anyone tell me where I can buy a retard mechanism for an Aires Penta 35 Camera? Wichita, Kans. Loren E. Fred

Dear SPT'ers:

A label maker kit is very handy to have around the shop. Its uses are far too numerous to mention here. They are not expensive and several models use both $\frac{1}{4}$ and $\frac{3}{8}$ inch tape. The tapes are available in a myriad of colors and are readily available.

When I complete a repair on a piece of equipment, I usually make a label to match the color of the equipment with the customer's name on it and present it to him. The customer appreciates this extra little touch which makes for a fine good will gesture.

Oakland, Calif. Louis A. Spiros